



Amy G. Rabinowitz
Counsel

August 6, 2004

Mary L. Cottrell, Secretary
Department of Telecommunications and Energy
One South Station
Boston, MA 02110

Re: 2002 Service Quality Refund; DTE 03-20

Dear Secretary Cottrell:

By this letter, I am updating the Department on the status of the credit provided by Massachusetts Electric Company and Nantucket Electric Company (collectively "Company") to customers during July for the Company's 2002 Service Quality penalty and the remaining balance due to customers.

The total amount of the credit due customers was \$4,853,860. The actual amount credited to customers was \$4,683,293. Thus, there remains a credit of \$170,567 due to customers for the Company's 2002 Service Quality penalty. As set forth in the Company's July 8, 2004 letter to the Department in this docket, the Company will make a true-up proposal to the Department at the appropriate time in the future, perhaps as part of the Company's proposal for the collection of the 2003 Service Quality incentive earned.

If you have any questions, please do not hesitate to contact me.

Very truly yours,

A handwritten signature in black ink that reads "Amy G. Rabinowitz".

Amy G. Rabinowitz

cc: Caroline Bulger, Hearing Officer
Jody Stiefel, Hearing Officer
Wilner Borgella, Office of the Attorney General

25 Research Drive
Westborough, MA 01582-0099
Phone 508.389.2975
Fax: 508.389.2463
amy.rabinowitz@us.ngrid.com